Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:

a client subsystem for interfacing with a user ~~comprising~~;

a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device ~~remote from the client~~ ~~subsystem~~ for authenticating a plurality of users; [[and]]

a network ~~server subsystem~~ coupled with the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

a customer support code ~~capable of communicating with the~~ ~~client subsystem and having code~~ that allows the support personnel to provide ~~for providing~~ customer support to a user.

2.   (Currently Amended) The system of claim 1, wherein the customer support code provides a process [[for]] that allows the support personnel to search ~~searching~~ for a customer.

3.   (Currently Amended) The system of claim 1, wherein the customer support code provides a process [[for]] that allows the support personnel to reset ~~resetting~~ a user password.

4.   (Currently Amended) The system of claim 1, wherein the customer support code provides the support personnel access to ~~provides a process for accessing~~ a postage transaction history.

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5.   (Original)   The system of claim 4, wherein the postage transaction history includes at least one of account credit, account credit verification, account credit confirmation, account credit over limit, account credit overload, and account credit error.

6.   (Currently Amended) The system of claim 1, wherein the customer support code provides the support personnel access to ~~provides a process for accessing~~ licensee details.

7.   (Currently Amended) The system of claim 1, wherein the customer support code provides the support personnel access to ~~provides a process for accessing~~ an account statement history.

8.   (Currently Amended) The system of claim 1, wherein the customer support code provides the support personnel access to ~~provides a process for accessing~~ an e-mail history.

9.   (Original)   The system of claim 7, wherein the account statement history includes at least one of a convenience fee waive, a fee waive verification, a fee waive confirmation, a fee waiver over limit, a fee waive error, a convenience fee adjustment, a convenience fee confirmation, a convenience fee over limit, and a convenience fee error.

10.   (Original)   The system of claim 1, wherein the customer support code provides a process for providing print error credits to a customer.

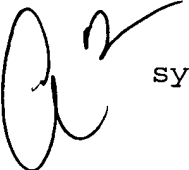11.   (Original)   The system of claim 10, wherein the process for providing print error credits to a customer

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provides for making a print error claim and verifying a print error.

12. (Currently Amended) The system of claim 1, wherein the customer support code ~~provides a process for involvement of~~ allows customer support managers with a second level of authority ~~who have the ability~~ to carry out system overrides.

13. (Original) The system of claim 12, wherein the system overrides include at least one of making an instant adjustment to a customer's account, a history log, and a password.

14. (Original) The system of claim 12, wherein the system overrides include closing an account.

15. (Original) The system of claim 1, wherein the VBI bears postage value.

16. (Original) The system of claim 1, wherein the VBI is a ticket.

17. (Original) The system of claim 1, wherein the VBI is one or more of a coupon, a currency, a voucher, and a check.

18. (Original) The system of claim 1, wherein the system provides GUIs to permit users to interact with the system.

19. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:
a client subsystem for interfacing with a user ~~comprising~~;

a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users;

a network coupled with the server system to provide support personnel, having a predetermined authorization level, access to the user account information, and

an administration code ~~a server subsystem capable of communicating with the client subsystem and having code~~ that allows the support personnel to administer ~~for administering~~ a user VBI meter.

20. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to search ~~for searching~~ for a customer.

21. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides ~~a process for accessing~~ the support personnel access to a postage transaction history.

22. (Original) The system of claim 21, wherein the postage transaction history includes at least one of account credit, account credit verification, account credit confirmation, account credit over limit, account credit overload, and account credit error.

23. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to withdraw ~~for withdrawing~~ an account.

24. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to place ~~for placing~~ an administrative hold on an account.

25. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to activate for activating an account.

26. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides ~~a process~~ the support personnel access to ~~for accessing~~ an e-mail history.

27. (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to execute ~~for executing~~ a file transfer status and file download.

28. (Currently Amended) The system of claim 27, wherein the process for executing a file transfer status and file download ~~including~~ includes accessing a file transfer status monitor.

29. (Currently Amended) The system of claim 19, wherein the code ~~for administering a user VBI meter~~ provides a process that allows the support personnel to execute ~~for executing~~ a file transfer archive search.

30. (Currently Amended) The system of claim 19, wherein the code ~~for administering a user VBI meter provides~~ a process

that allows the support personnel to [[for]] manually ~~processing~~ process quality assurance envelopes.

31.   (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process for uploading quality assurance envelopes.

32.   (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides ~~a process for accessing~~ the support personnel access to license details.

33.   (Currently Amended) The system of claim 19, wherein the administration code ~~for administering a user VBI meter~~ provides a process for generating reports.

34.   (Original)   The system of claim 33, wherein the reports include at least one of a license summary report, a license application status report, a password reset activity report, a suspensions report, a quality assurance envelope log report, an activations report, a CMLS license application rejections report, CMLS license update rejections report, a withdrawal requests report, and a withdrawn accounts report.

35.   (Currently Amended) The system of claim 19, wherein the administration code ~~system~~ provides GUIs to permit users to interact with the server system.

36.   (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:
a client subsystem for interfacing with a user ~~comprising~~;

a server system, coupled to the client subsystem, the server system having one or more databases storing user account information ~~a cryptographic device remote from the client subsystem for authenticating a plurality of users~~; [[and]]

a ~~server subsystem~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information ~~capable of communicating with the client subsystem and having~~; and

a payment administration code that allows the support personnel to provide ~~for providing~~ payment administration support to a user.

37. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ customer details.

38. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ postage transaction history.

39. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ licensee details.

40. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ e-mail history.

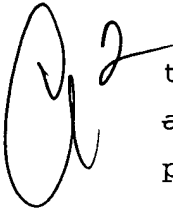41. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ an account statement history.

42. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ a transfer status monitor.

43. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides the support personnel access to ~~a process for accessing~~ a file transfer archive.

44. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides a process for ACH transaction processing.

45. (Original) The system of claim 44, wherein the ACH transaction processing includes at least one of transaction identification, transaction verification, transaction confirmation, transaction negative confirmation, and transaction error detection.

46. (Currently Amended) The system of claim 36, wherein the payment administration code ~~for providing payment administration support~~ provides a process for generation reports.

47. (Currently Amended) The system of claim [[36]] 46, wherein the reports include at least one of a ACH errors report, a ACH transfer breakdown report, a rejection/ return summary report, a credit card captures report, a credit card rejections report, a credit card errors report, an account resets report, a DTR/DBAR report, a non-captured refund requests report, a payment requests report, an account disputes/ disputes resolved report, and a NOCs report.

48. (Original) The system of claim 36, wherein the payment administration support is rendered by a payment administration manager.

49. (Currently Amended) The system of claim 36, wherein the payment administration code system provides GUIs to permit users to interact with the server system.

50. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:
a client subsystem for interfacing with a user comprising;
a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device remote from the client subsystem for authenticating a plurality of users; [[and]]
a server subsystem capable of communicating with the client subsystem and network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and
an accounts receivable code that allows the support personnel to provide for providing accounts receivable support to a user.

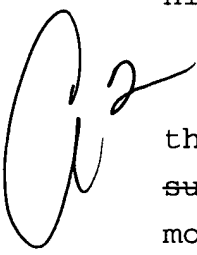51. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides the support personnel access to ~~a process for accessing~~ customer details.

52. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides the support personnel access to ~~a process for accessing~~ e-mail history.

53. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides a process for accessing an account statement history

54. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides a process for accessing a file transfer status monitor.

55. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides a process for ACH processing.

56. (Currently Amended) The system of claim 50, wherein the accounts receivable code ~~for providing accounts receivable support~~ provides a process for generating reports.

57. (Original) The system of claim 56, wherein the reports include at least one of a ACH errors report, an ACH transfer breakdown report, a rejection/ return summary report, a DTR/DBAR report, a credit card captures report, a credit card

rejections report, a credit card errors report, an account resets report, a non-captured refund requests report, a payment requests report, an account disputes/ disputes resolved, and a NOC report.

58. (Currently Amended) The system of claim 56, wherein the accounts receivable code ~~system~~ provides GUIs to permit users to interact with the server system.

59. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:

a client subsystem for interfacing with a user ~~comprising~~;

a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users; [[and]]

a ~~server subsystem capable of communicating with the client subsystem and having~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

a withdrawal processing support code ~~to allow the support personnel to provide~~ ~~for providing~~ meter refund and withdrawal processing support to a user.

60. (Original) The system of claim 59, wherein the code for providing meter refund and withdrawal processing support provides a process for allowing a client to initiate a refund and a withdrawal.

61. (Currently Amended) The system of claim 59, wherein the withdrawal processing support code ~~for providing meter~~
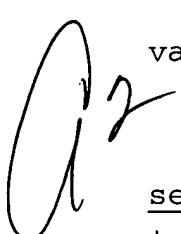
~~refund and withdrawal processing support~~ provides a process for allowing customer support to initiate a refund and a withdrawal.

62. (Currently Amended) The system of claim 59, wherein the withdrawal processing support code ~~for providing meter refund and withdrawal processing support~~ provides a process for generating reports including a withdrawal request report and a withdrawn meters reports.

63. (Currently Amended) The system of claim 59, wherein the withdrawal processing support code ~~system~~ provides GUIs to permit users to interact with the system.

64. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:

a client subsystem for interfacing with a user ~~comprising~~;

a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users; [[and]]

a ~~server subsystem capable of communicating with the client subsystem and having~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

a misprint support code to allow the support personnel to provide ~~for providing~~ misprint processing support to a user.

65. (Currently Amended) The system of claim 63, wherein the VBI is postage and the misprint support code for providing misprint processing support provides a process for dealing with unused postage and misprinted postage.

66. (Currently Amended) The system of claim 63, wherein the <u>misprint support</u> code ~~for providing misprint processing support~~ provides a process for dealing with unused postage and misprinted postage in situations where there is both proof of misprinted postage and no proof of misprinted postage.

67. (Currently Amended) The system of claim 63, wherein the <u>misprint support</u> code ~~for providing misprint processing support~~ provides a process for generating meter credits and fee adjustments.

68. (Currently Amended) The system of claim 63, wherein the <u>misprint support</u> code ~~for providing misprint processing support~~ provides a process for generating a report of customer support credits and customer credits.

69. (Currently Amended) The system of claim 63, wherein the <u>misprint support code</u> ~~system~~ provides GUIs to permit users to interact with the system.

70. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:
a client subsystem for interfacing with a user comprising;
<u>a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and</u> a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users; [[and]]
a ~~server subsystem having~~ <u>network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and</u>

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a quality assurance code to allow the support personnel to provide ~~for providing~~ quality assurance (QA) envelope handling capabilities to a user.

71. (Currently Amended) The system of claim 70, wherein the quality assurance code ~~for providing quality assurance envelope handling capabilities~~ provides a process to track QA envelope by meter number, to indicate that a QA envelope has been received, to indicate the quality of the QA envelope, and to create an uploadable log.

72. (Original)   The system of claim 70, wherein the QA envelopes can be scanned distant from the server subsystem.

73. (Currently Amended) The system of claim 70, wherein the quality assurance code ~~system~~ provides GUIs to permit users to interact with the system.

74. (Canceled)

75. (Currently Amended) An on-line system for printing a value bearing item (VBI) comprising:
    a client subsystem for interfacing with a user ~~comprising~~;
    a server system, coupled to the client subsystem, the server system having one or more databases storing user account information and a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users; [[and]]
    a ~~server subsystem having code for providing~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and
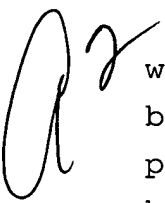
a billing code to allow the support personnel to provide payment processing and billing functions.

76. (Original)   The system of claim 75, wherein the payment processing functions include meter tracking functions.

77. (Original)   The system of claim 76, wherein the payment processing functions include meter tracking functions.

[[76.]] 78.   (Currently Amended) The system of claim 77, wherein the meter tracking functions include meter event logging, meter value tracking, payment request tracking, and access state and system behavior.

[[77.]] 79.   (Currently Amended) The system of claim 75, wherein the payment processing functions require that a purchase be initiated, log the purchase and set status to requested, process the payment via ACH or credit card, and providing for back-end processing of the payment.

[[78.]] 80.   (Currently Amended) The system of claim [[77]] 79, wherein the payment processing functions permit purchases by credit card or ACH.

[[79.]] 81.   (Currently Amended) The system of claim 75, wherein payments by ACH require a delay from the time of the ACH request until the customer's account is credited.

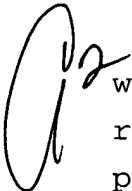[[80.]] 82.   (Currently Amended) The system of claim 75, wherein a plurality of pricing plans will be available to customers.

[[81.]] <u>83.</u>   (Currently Amended) The   system   of   claim [[80]] <u>82,</u> wherein customers can switch between the plurality of pricing plans.

[[82.]] <u>84.</u>   (Currently Amended) The system of claim 75, wherein monthly bills are e-mailed to customers.

[[83.]] <u>85.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include a process for updating a ACH password.

[[84.]] <u>86.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include a dispute charge process.

[[84.]] <u>87.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include printing reports including ACH postage payment requests, ACH postage payment results, credit card payment requests, and credit card payment processed results.

[[85.]] <u>88.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include permitting a customer to automatically refill their account.

[[86.]] <u>89.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include ACH purchase velocity controls, online postage purchase audits, prioritized purchase authorizations, and automated DTR/DBAR faxing.

[[87.]] <u>90.</u>   (Currently Amended) The system of claim 75, wherein the payment processing functions include capturing all

authorized credit cards in a batch mode, prepaid plan expiration notification, pricing change automatic notifications, and limitations on re-registrations.

[[88.]] 91. (Currently Amended) A method for printing a value bearing item (VBI) over a computer network, the method comprising:

providing a client subsystem for interfacing with a user;

providing a server system having one or more databases storing user account information and a cryptographic device remote from the client subsystem for authenticating a plurality of users;

providing a server subsystem capable of communicating with the client subsystem network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

providing customer support code which allows the support personnel to offer[[s]] customer support to a user.

[[89.]] 92. (Currently Amended) The method of claim [[88]] 91, where wherein the customer support code provides a process for at least one of searching for a customer, resetting a user password., accessing a postage transaction history, accessing licensee details, accessing an account statement history and an e-mail history, and providing print error credits to a customer.

[[90.]] 93. (Currently Amended) A method for printing a value bearing item (VBI) over a computer network, the method comprising:

providing a client subsystem for interfacing with a user;

providing <u>a server system having one or more databases</u> <u>storing user account information and</u> a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users;

providing a <u>network coupled to the server system to provide</u> <u>support personnel, having a predetermined authorization level,</u> <u>access to the user account information</u> ~~server subsystem capable~~ ~~of communicating with the client subsystem~~; and

providing code which <u>allows the support personnel to</u> administer[[s]] a user VBI meter.

[[91.]] <u>94.</u>   (Currently Amended) The method of claim [[90]] <u>93</u>, where <u>wherein</u> the code provides a process for at least one of searching for a customer, accessing a postage transaction history, withdrawing an account, placing an administrative hold on an account, activating an account, accessing an e-mail history, executing a file transfer status and file download, executing a file transfer archive search, manually processing quality assurance envelopes, uploading quality assurance envelopes, accessing licensee details, accessing an account statement history and an e-mail history, and providing print error credits to a customer.

[[92.]] <u>95.</u>   (Currently Amended) A method for printing a value bearing item (VBI) over a computer network, the method comprising:

providing a client subsystem for interfacing with a user;

providing <u>a server system having one or more databases</u> <u>storing user account information and</u> a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users;

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providing a ~~server subsystem capable of communicating with the client subsystem~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

providing code which allows the support to provide[[s]] payment administration support to a user.

[[93.]] 96.   (Currently Amended) The method of claim [[92]] 95, ~~where~~ wherein the payment administration code provides a process for at least one of searching for a customer, accessing a postage transaction history, withdrawing an account, placing an administrative hold on an account, activating an account, accessing an e-mail history, executing a file transfer status monitor, executing a file transfer archive search, accessing a file transfer archive, manually processing quality assurance envelopes, uploading quality assurance envelopes, accessing licensee details, accessing an account statement history and an e-mail history, ACH transaction processing, and generating reports.

[[94.]] 97.   (Currently Amended) A method for printing a value bearing item (VBI) over a computer network, the method comprising:

providing a client subsystem for interfacing with a user;

providing a server system having one or more databases storing user account information and a cryptographic device ~~remote from the client subsystem~~ for authenticating a plurality of users;

providing a ~~server subsystem capable of communicating with the client subsystem~~ network coupled to the server system to provide support personnel, having a predetermined authorization level, access to the user account information; and

providing code which <u>allows the support personnel to</u>
provide[[s]] payment processing and billing functions.

[[95.]] <u>98.</u> (Currently Amended) The method of claim
[[94]] <u>97</u>, where wherein the payment processing and billing code
provides a process for at least one of tracking meters,
processing payment via ACH and credit card, switching between
pricing plans, e-mailing bills to customers, updating a ACH
password., handling billing disputes, printing reports, and
permitting customers to automatically refill their meter.